

Electric Customer Assistance Program Contacts



Transmission and Distribution Utility Assistance:

Oncor Home Energy Efficiency Programs

1. Subject to available funding. Contact Oncor at 866-728-3674.

Smart Meter Questions

2. Contact Oncor at 800-518-2380 or contact REP.

Retail Electric Provider Assistance:

Critical Care Status

3. For customers with health conditions that will become dangerous or life-threatening w/o electricity. Contact REP & Request a Critical Care Eligibility Determination Form.

Ill & Disabled Status

4. For customers with short- or long-term illness or disability needing more time to pay bill. Contact REP and request Ill and Disabled Extension. May reapply if need.

Balanced/Levelized Billing

5. For customers without a past-due balance and with same REP for one year. Contact REP for more information.

Deferred Payment Plan

6. For customers who have not received more than 2 disconnect notices in 12 month period. Provides 3 month plan to pay bill. Contact REP and request deferred payment plan.

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65 + Deposit Waiver

7. For customers who are 65 or older and not past due on any electric service account. Provides for waiver of electric service deposit. Notify REP that you are over 65.

State Agency Assistance:

LITE-UP Discount Program

8. For customers whose income is at or below 125% FPL or receives state benefits. May provide 10-20% discount during summer months (May-Sept.), allow deposit payment in installments, and waive late fees. Contact PUC at 1-866-454-8387.

CEAP Low-Income Utility Assistance

9. Provides eligible low-income households with bill payment assistance. Contact TDHCA at 877-399-8939. For Williamson County, contact Williamson-Burnet County Opportunities at 512-763-1400.

Low-Income Weatherization Assistance Program

10. Provides eligible low-income households with energy-related home improvements. Contact TDHCA at 888-606-8889. For Williamson County, contact Hill Country Community Action Association at 325-372-5167.

Local Assistance:

2-1-1 Texas

11. Free service. Assists customers in finding local utility assistance. Dial 2-1-1.

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Complaints/Inquiries: Contact Utility, REP, PUC (1-888-782-8477) or OPUC.